

H. REPLACING LOST, STOLEN, OR DESTROYED FOOD ASSISTANCE ALLOTMENTS**WAC 388-412-0040 Replacing lost, stolen, or destroyed food assistance allotments.**

- (1) A client may receive a replacement for a one month food assistance allotment when:
 - (a) An FCA or food coupons are lost or stolen from the mail;
 - (b) An FCA is stolen after receipt; or
 - (c) An FCA card, coupons or food purchased with coupons are destroyed in a disaster.
- (2) To get a replacement, a client must:
 - (a) Report the theft or destruction within ten days of the incident; or
 - (b) Report nonreceipt of the benefits within the period that benefits are intended to be used; and
 - (c) Sign a department affidavit within ten days of the report attesting to the loss.
- (3) A client's request for a replacement is denied when:
 - (a) Certified mail coupons are signed for by any person residing or visiting at the address provided by the client;
 - (b) Coupons or an FCA card are lost or misplaced after receipt;
 - (c) Coupons are stolen after receipt;
 - (d) A client already received two replacements described in subsection (1) above within the previous five months; or
 - (e) The request is determined to be fraudulent.

- (4) A client cannot receive a disaster food stamp program allotment and a replacement allotment for the same period.
- (5) A replacement as specified in subsection (1) will not count against an assistance unit when:
 - (a) An allotment is returned to the department;
 - (b) The original or replacement FCA is not cashed;
 - (c) The replacement is issued because of a department error;
 - (d) A partial coupon delivery is caused by a department error; or
 - (e) The coupons delivered are improperly made or are mutilated. There must be at least three-fifths of the each coupon to turn in for an exchange.

CLARIFYING INFORMATION

See **Appendix II** for a chart to determine what type of loss is replaced, the limit of the number of replacements and the reporting and replacement deadlines.

WORKER RESPONSIBILITIES

1. **Replacing FCA cards or food coupons Including delivery of partial allotments:**

When FCA cards or food coupons are reported lost or stolen in the mail or an FCA stolen after it was received:

- a. Determine if the report is timely;
- b. Determine if the FCA or coupons were actually issued;
- c. Allow a reasonable period of time for mail delivery unless the benefits were mailed to the wrong address;

- d. When food coupons were mailed certified, contact the local post office:
 - (1) Complete a DSHS 02-538(X), Certified Mail Status Inquiry when:
 - (a) Mailed to the correct address; and
 - (b) Not returned to DMU.
 - (2) Enter the certified mail number on the DSHS 02-538(X). This number is found in benefit history;
 - (3) If the post office calls or returns the DSHS 02-538(X) showing the coupons were signed for:
 - (a) Document the name of the person who signed for the coupons; and
 - (b) Deny the request for replacement when the person who signed for the coupons is living with or visiting the assistance unit.
- e. Request that the client sign an affidavit unless the coupons were returned to DMU when the coupons:
 - (1) Were mailed first class; or
 - (2) Were mailed certified but not signed for by someone at the assistance unit's address; and
- f. Issue the replacement allotment within ten days of the date the assistance unit reported the loss when the worker determines that the allotment can be replaced.

Note: Do not replace an FCA not transacted during the validity period unless issued on or after the 20th of the month. Do not determine good cause for the assistance unit's failure to transact the FCA timely.

2. **FCA, food coupons or food purchased with food coupons destroyed in a household disaster:**

When a client requests replacement of an FCA, food coupons or food purchased

with food coupons in a household disaster:

- g. Follow the replacement procedures for FCA cards and food coupons above; and
 - h. Verify the disaster through a collateral contact such as the fire or police departments, the Red Cross, an insurance agent, or home visit.
3. **FCA, Food Coupons or Food Purchased with Food Coupons Destroyed in a Federally Declared Disaster**
- See **DISASTER FOOD STAMP PROGRAM**.
4. **Replacement of coupons improperly manufactured or mutilated:**
- i. To replace coupons that are improperly manufactured or mutilated, refer the client to support services.
 - j. Do not ask the client to sign an affidavit.
5. **Alternate delivery:**
- k. When a client requests two replacements in a six month period, send the benefits in a more restrictive method. Below is a list of the delivery methods from least restrictive to most restrictive.
 - l. Food coupons mailed to the assistance unit;
 - m. Food coupons mailed to the assistance unit by certified mail;
 - n. FCA mailed to the assistance unit; or
 - o. FCA card mailed to the CSO for the assistance unit to pick up.
6. **Replacing out-of-state food assistance benefits:**
- p. Verify that benefits were issued but not returned to the public assistance office in the other state.
 - q. Ask the client to sign a statement that they did not receive the benefits. Do

not have them sign an affidavit. It is used for benefits issued in Washington State.

- r. Document the loss on the Remarks screen.
- s. Determine food assistance eligibility by using the regular procedures.
- t. Inform the other state that benefits were issued in Washington and to cancel the benefits if they are returned.

ACES PROCEDURES

1. **Replacement / reissuance of cash or food assistance benefits:**

- a. A **replacement** is the issuance of a previously issued benefit that has been lost, stolen, or destroyed. ACES issues the replacement based on the original issuance number and original amount.
- b. A **reissuance** is the issuance of a previously issued benefit in which the original issuance has been or will be canceled. ACES issues the benefit amount as displayed on the (CAFI) or (FSFI) screen at the last time that eligibility was calculated for that benefit month. (See RCN instructions at end of this category for canceling benefits.)

NOTE: When replacing or reissuing benefits in a month in which benefits have been redirected, ACES will automatically redirect the replacement or reissuance if you do not cancel the redirection of benefits **before** doing the replacement or reissuance.

NOTE: When canceling and reissuing a benefit as a result of a late monthly report, process the monthly report first so the benefit is in the correct amount.

- c. The procedures for replacement and reissuance are identical with the exception of the Repl/Reis code used in step i. below. To replace or reissue Cash or Food Assistance benefits:
 - (1) From the Main Menu, s [J]. <TRANSMIT>
 - (2) From the (JMEN), Select [D]. Enter the AU ID. <TRANSMIT>

- d. Write down the appropriate issuance number. <F3> out to the Main Menu.
- e. Select [H]. <TRANSMIT>
- f. From the (HMEN), Enter [F]. <TRANSMIT>
- g. ACES will highlight fields with a red "?". Ignore the control number field. Enter the issuance number in the appropriate field:
 - (1) For cash benefits, enter the issuance number in the (Warrant) field.
 - (2) For Food Assistance Benefits issued with an FCA card, enter the issuance number on the (FCA) field.
 - (3) For Food Assistance issued as DMC, enter the issuance number on the (DMC) field.
- h. Enter the AU ID.
- i. Enter the Valid Value for Replacement / Reissue Reason as follows:
 - (1) For replacing lost, stolen, or destroyed benefits, enter the appropriate replacement valid value. Press <F1> for appropriate valid values. <TRANSMIT>
 - (2) For reissuance of a canceled benefit, enter [RC] <TRANSMIT>

NOTE: ACES may inform you that multiple reissuance have occurred. If this happens, review whether or not the replacement is appropriate based on policy. Press <F4> to bypass this edit to continue with the replacement / reissuance.
- j. The (ISRE) screen displays. Complete replacement / reissuance as follows:
 - (1) Enter [Y] or [N] in the (Local Issuance) field to issue an FCA or DMC replacement / reissuance from the local office. If you enter [Y], enter disposition code on (Disposition Indicator) field. Press <F1> for appropriate valid values. Confirm benefit type, dates, and amount. Confirm. <TRANSMIT>

- (2) For Cash Assistance, Confirm. <TRANSMIT>

NOTE: Replacement and reissuance of cash benefits requires supervisory approval and are issued in the overnight batch process. Cash benefits can **not** be issued locally, but can be redirected using the procedures described in *Redirecting Benefits* above.

2. **Replacement of food assistance ID cards:**

- a. From the Main Menu, Select [H]. <TRANSMIT>
- b. From the (HMEN), Select [K]. <TRANSMIT>
- c. Enter AU ID. <TRANSMIT>
- d. Enter [Y] or [N] for local issuance. If you enter [Y], enter disposition code.
- e. Press <F1> for appropriate valid values. Confirm. <TRANSMIT>